

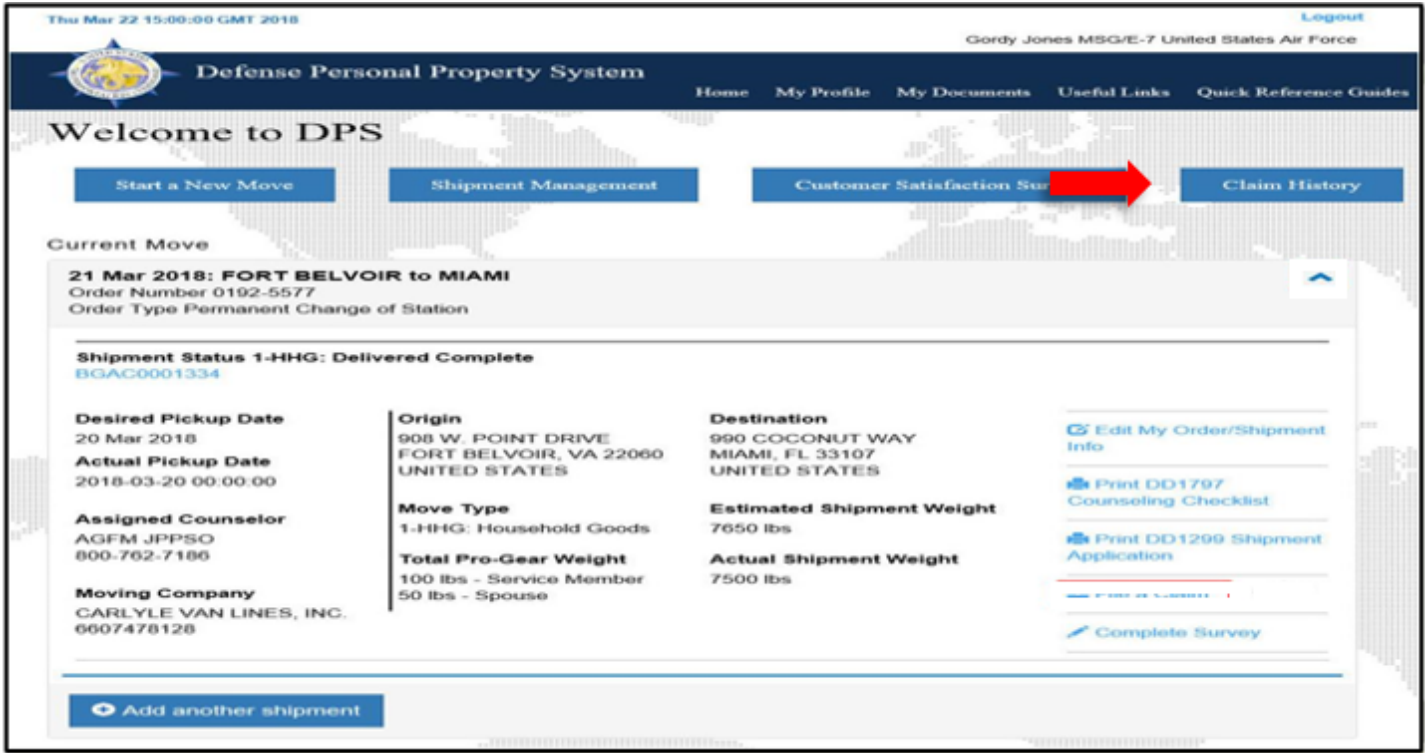
Get an overview of the online moving process with pro tips from experienced customers and counselors.

Need more? Visit or call your [local transportation office](#).

TUTORIAL

Check the Status of your Claim

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To check the status of your Claim, from the Welcome to DPS screen click on the Claim History button.

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Thu Jan 10 22:15:33 UTC 2019 Login
 Gentry Jones MSG/E-7 United States Air Force

Defense Personal Property System

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DPS Landing Page

Welcome to your Claims Home Page. **READ THESE INSTRUCTIONS FIRST!**

- You should notify the Transportation Service Provider (TSP) (the Moving Company) of any loss or damage to your personal property within 75 days of the delivery of your shipment.
- There are two ways to notify the Moving Company of any Loss or Damage to your personal property, but only one way to file a claim.
 - Loss and Damage Report. Using forms provided by the Moving Company, you can notify them of your loss or damage at the time of delivery and/or after the delivery. You can also file a Loss/Damage Report in the DPS Claims Module. Note: You do not have to file a Loss/Damage Report as long as you file your Claim within 75 days of the delivery of your shipment. Submitting a Loss/Damage Report does not constitute filing a claim.
 - Filing Your Claim. You must file your Claim in the DPS Claims Module. To prepare to file your claim, you will need to know what items were lost or damaged to include the inventory number, year of purchase, and purchase cost. Pictures of damaged items can be uploaded into the DPS Claims Module. Once your Claim has been submitted, your Moving Company will contact you with an email within 30 days to complete the Claims process.
- Step-by-step instructions for both Loss/Damage Report notification and how to file your Claim are located at www.move.mil.
- We are currently working to improve the Claims process, and we appreciate your feedback.

Submitting items from your Loss/Damage report(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually file a claim for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

- Notice that the TSP has made a final offer on the claim or denied it in full.
- Notification by SDDC that the TSP is in bankruptcy.

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[Start My Loss and Damage Report](#)

[VIEW MY LOSS AND DAMAGE REPORT](#)

[Start My Claim](#)

[VIEW MY CLAIM](#)

[Help](#)

Below the green Start My Claim button, click on the VIEW MY CLAIM link.

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Fri Jan 25 15:29:51 UTC 2019 Gentry Jones M LTC/A

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DPS Landing Page

Below is a list of all of your claims. Please select the hyperlink for the claim number that you wish to view/update.

Some of the actions you may perform include:

- Modify your claim information
- Retrieve Loss/Damage Reports that you have already entered
- Submit your claim
- Add new claims items or Modify existing claim items
- Counter or Accept Offers for existing Claim items
- Add files that are specific to your claimed items like: pictures, documents or pdf files
- Print Claim

All Claims SEARCH 1 - 11 of 11 [HELP](#)

| Claim Number | BOULDEL Number | GBLOC | Claim Status | Submit Date | Submitter's Name | DOD Customer First | DOD Customer Last | Rank/Pay Grade | TSP | SCAC | Claim Creation Date | Claim Close |
|--------------------------|----------------|-------|--------------|-------------|------------------|--------------------|-------------------|----------------|--------------------------|------|---------------------|-------------|
| 1-3B3Y75 | KKF A0000000 | KKF A | In Progress | | Julie | BonJovi | | LTC/O-5 | American Van Services... | AVAS | 1/11/2019 | |
| 1-2FZAJ2 | KKF A0000000 | KKF A | In Progress | | Julie | BonJovi | | LTC/O-5 | American Van Services... | AVAS | 11/3/2015 | |
| 1-2FA4EF | KKF A0000000 | KKF A | In Progress | | Julie | BonJovi | | LTC/O-5 | American Van Services... | AVAS | 9/11/2015 | |
| 1-2BWEST | KKF A0000000 | KKF A | Submitted | 7/29/2015 | Gentry Jones M | Julie | BonJovi | LTC/O-5 | American Van Services... | AVAS | 6/4/2015 | |
| 1-23DD2H | KKF A0000000 | KKF A | Submitted | 4/14/2015 | Gentry Jones M | Julie | BonJovi | LTC/O-5 | American Van Services... | AVAS | 4/14/2015 | |
| 1-12991N | KKF A0000000 | KKF A | In Progress | | Julie | BonJovi | | LTC/O-5 | American Van Services... | AVAS | 2/19/2015 | |
| 1-47B70B | KKF A0000000 | KKF A | In Progress | | Julie | BonJovi | | LTC/O-5 | American Van Services... | AVAS | 2/19/2015 | |

Within the All Claims section you can view the Status of your claim.



Claim Status meanings:

In Progress – You are still working on creating your claim and have not sent the claim to your moving company for processing.

Submitted - You have sent the claim to your moving company for processing.

Under Review - Your moving company is reviewing your claim.

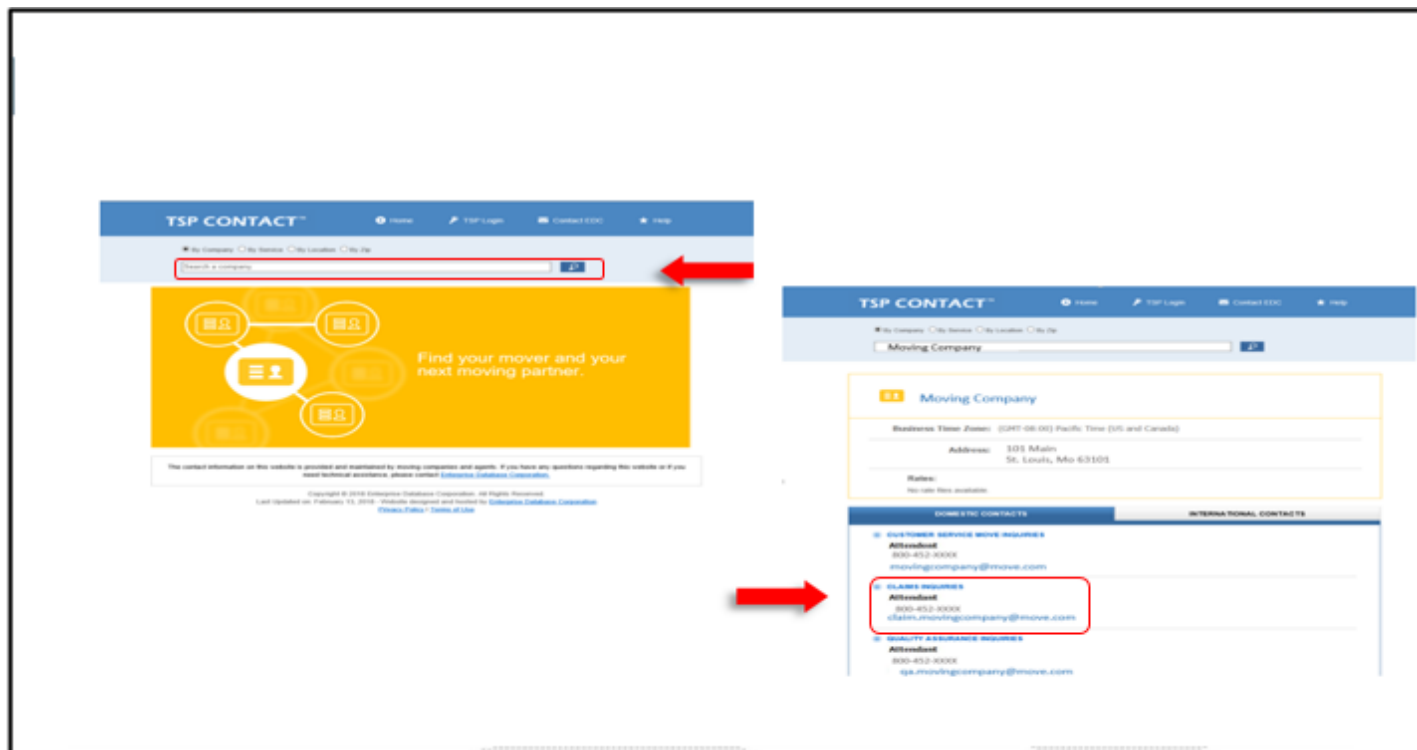
Updated – You or your moving company updated your claim.

Denied - Your moving company has denied your claim.

MCO Adjudication – You have transferred your claim to the [Military Claims Office](#) (MCO) for further assistance.

Settled – You have reached an agreement to settling your claim with your moving company.

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How do you contact your moving company for claim questions and concerns? Most moving companies are found on the [TSP Contact website](#).



Maintained by **USTRANSCOM**

United States Transportation Command

Technical Help Desk

For help using Move.mil or Electronic Transportation Acquisition.

Phone

Toll-Free: (800) 462-2176

Commercial: (618) 589-9445

Email

usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil

Submit a ticket online

<https://src.servicenowservices.com/src/>